

Department of Defense (DoD)
Civilian Personnel Management Service (CPMS)
Field Advisory Services - *FAS*
Classification Appeal Decision

DoD Decision:	Housing Manager, GS-1173-09
Initial classification:	Housing Manager, GS-1173-09
Organization:	Army Fort Xxx Directorate of Public Works and Logistics Housing Division Family Housing Branch Assignments and Terminations Section
Date:	March 29, 1995

BACKGROUND

The Directorate of Civilian Personnel, servicing personnel office for the U.S. Army and, reviewed the appellant's position upon management's request. It had been previously reviewed by another classifier in . Management claimed that the first review failed to reflect all of the duties being performed by the appellant. Management submitted a revised position description (PD), to include a minor revision to her budget related duties. The servicing personnel office concluded that the additional duties did not impact the classification of the position.

POSITION INFORMATION

The appellant is assigned to a Housing Manager, GS-1173-9 position. Both supervisor and appellant have certified to the accuracy of the PD.

The Family Housing Branch manages military family housing. The Branch develops plans,

policies, and procedures for maximum use of all installation housing; develops plans, policies, and procedures for assignment and termination of family quarters; administers the off-post housing referral program. The Branch develops and submits the family housing budget; prepares programming and budgeting reports, as required; manages and controls family housing funds. The Branch continuously surveys military housing requirements; determines requirements for new construction of military family housing; contributes the family housing portion of the installation master plan; determines requirements for directorate maintenance and repair work on family housing. Under the directorate's Self-Help Program, provides instructional help to quarters occupants; counsels sponsors and family members on standards of conduct and care of property. The Branch also resolves, or helps resolve complaints.

The appellant serves as Chief, Assignments and Terminations Section, Family Housing Branch. She is responsible for providing assistance to military families in obtaining government housing. She is also responsible for all phases of the assignment, termination, inspection, and administration of approximately 3500 government family on-post and leased off-post quarters. The position supervises a subordinate workforce of 17-22 personnel who perform duties equivalent to Quarters Inspectors, GS-303-04/05/06.

As Chief of the Assignments and Terminations section, the appellant supervises a staff consisting of military and civilians:

- 1 Housing Referral Assistant, GS-303-7
- 1 Lead Quarters Inspector, GS-303-05
- 2 Housing Clerks, GS-303-05
- 4 Quarters Inspectors, GS-303-04
- 2 Housing Clerks, GS-303-04
- 1 Housing Clerk (Typing), GS-303-04
- 1 Temporary Housing Clerk, GS-303-05
- 1 E-8
- 3 E-7
- 1 E-6

SOURCES OF INFORMATION

1. Appellant's letter, undated, appealing classification of her position.
2. Directorate of Civilian Personnel, U.S. Army, letter providing position and organization information.
3. Telephone discussion with appellant.
4. Telephone discussion with appellant's immediate supervisor.
5. Telephone discussion with classification specialist.

STANDARDS REFERENCED

Housing Management Series, GS-1173, September 1981

General Schedule Supervisory Guide, April 1993

SERIES AND TITLE DETERMINATION

The appellant does not contest her series. However, this series includes positions the duties of which are managing family housing projects or other accommodations. Positions in this series require a variety of housing management and administrative knowledges and related practical skills and abilities in such housing activities such as: operations and maintenance, procurement of services, cost management and financial planning, assignments and utilization, occupancy changes and periodic inspections, etc. The appellant must use knowledges and skills related to on-site management of housing facilities and quarters. The duties of the position place it in the GS-1173 series.

The appellant has requested, depending on the outcome of her appeal, title determinations such as "Housing Manager", "Housing Management Specialist" and "Housing Specialist". "Housing Manager" and "Housing Management Specialist" are official titles under this series and will be considered with her other requests. "Housing Specialist" will not be considered as it is not an official title for this series. **First, we will begin with the evaluation of this appeal focusing specifically on technical duties being performed by the appellant, excluding the supervisory responsibilities, thus treating it as a non-supervisory position. Second, we will apply the General Schedule Supervisory Guide to evaluate the supervisory aspects of the position, and finally a discussion of the review and findings of pen and ink changes.**

GRADE DETERMINATION

The appellant contests the grade determination of her position. This disagreement centers on application of Factors 2 and 8, and the impact on the grade of pen and ink changes to PD reflecting budget related and Installation Community Life duties. We agree with the evaluation of all Factors by the servicing civilian personnel office. However, more elaboration is provided on Factor 2.

FACTOR 1, KNOWLEDGE REQUIRED BY THE POSITION

We concur with the evaluation by the servicing civilian personnel office.

Level 1-6 950 Points

FACTOR 2, SUPERVISORY CONTROLS

We agree with the servicing personnel office's analysis that the appellant works under the general supervision of the Chief, Family Housing Branch, her immediate supervisor, who outlines program objectives. The appellant, in consultation with her supervisor develops project deadlines, scope and operations. However, where the servicing civilian personnel office stated the appellant does not interpret policy on her own initiative in terms of established objectives, we interpreted "policy" to include local level policy. A clear example of this is when soldiers become disappointed upon learning that certain housing regulations preclude them from obtaining what they thought was an entitlement. They often demand to know what and why they are precluded from certain entitlements and that the appellant show and explain the language precluding them from these entitlements. The appellant must be able to explain regulatory requirements in such a way that she is capable of being readily understood by the soldier.

We also agree with the servicing civilian personnel office that the appellant is not an expert in applying housing management principles and practices to a variety of difficult assignments. These kinds of assignments would consist of developing overall installation plans and procedures for housing administration, tenant relations, and eligibility requirements; evaluating management, maintenance and operating costs; representing the installation at various conferences, civil hearings or negotiations with federal, state, or municipal organizations. These assignments are found in **Level 2-4**. These assignments have also been delegated to the appellant's immediate supervisor who is considered the expert in housing or billeting and furnishing matters and is expected to provide advisory assistance, exercise judgment in developing plans and solutions to management activities, coordinate efforts with other organizations or regulatory agencies, and translate policy within the framework of overall program objectives.

Based on the information in the appeal package, discussions with both the appellant and her immediate supervisor, and having used the Benchmarks in the GS-1173 series for guidance, the assignments performed by the appellant in the housing management arena are assignments, terminations, inspections, maintenance, cleanliness, and conservation of utilities. She formulates directives and instructions within the framework of installation housing requirements; recommends or implements appropriate corrective measures in such areas as maintenance, repairs, assignments or furnishings and equipment.

Level 2-3 275 Points

FACTOR 3, GUIDELINES

We concur with the evaluation by the servicing civilian personnel office.

Level 3-3 275 Points

FACTOR 4, COMPLEXITY

We concur with the evaluation by the servicing civilian personnel office.

Level 4-4 225 Points

FACTOR 5, SCOPE AND EFFECT

We concur with the evaluation by the servicing civilian personnel office.

Level 5-3 150 Points

FACTOR 6, PERSONAL CONTACTS

We concur with the evaluation by the servicing civilian personnel office.

Level 6-3 60 Points

FACTOR 7, PURPOSE OF CONTACTS

We concur with the evaluation by the servicing personnel office.

Level 7-3 120 Points

FACTOR 8, PHYSICAL DEMANDS

We concur with the evaluation by the servicing civilian personnel office.

Level 8-1 5 Points

FACTOR 9, WORK ENVIRONMENT

We concur with the evaluation by the servicing civilian personnel office.

Level 9-1 5 Points

FINAL CLASSIFICATION

<u>Factor</u>	<u>Level</u>	<u>Points</u>
Knowledge Required	1-6	950
Supervisory Controls	2-4	275
Guidelines	3-3	275
Complexity	4-4	225
Scope and Effect	5-3	150
Personal Contacts	6-3	60
Purpose of Contacts	7-3	120
Physical Demands	8-1	5
Work Environment	9-1	5
TOTAL POINTS		2065

Final Classification is **Housing Manager, GS-1173-09**

APPLICATION OF GENERAL SCHEDULE SUPERVISORY GUIDE

We concur with the evaluation of all factors by the servicing civilian personnel office of the appellant's supervisory duties.

FINAL CLASSIFICATION: HOUSING MANAGER, GS-1173-09